<u>IN THE CLAIMS</u>:

Please cancel claims 7, 14, and 20 without prejudice.

Please add new claims 21-40 as follows:

1-20.   (Canceled)

21.   (New) A method for switching identity of a user that has a first username associated with a first class of users, the method comprising the steps of:

receiving, by a computer system, login information from the user, the login information including the first username, an alternate class, and a password associated with the first username, the first username and the alternate class being received as part of a user identification input of the login information entered by the user, the first username and alternate class being entered by the user as a single data field entry, the first user name being associated with a class of users granted a first set of rights and privileges associated with the computer system, and the alternate class being granted a second set of rights and privileges associated with the computer system;

authenticating, by the computer system, the user based on the first username and the password; and

providing, by the computer system, access to the computer system as the alternate class, wherein the alternate class is different than the first class.

22.   (New) The method of claim 21,

wherein the login information further includes a second username entered by the user as part of the user identification input in addition to the first username and the alternate class, and

in the providing step, access to the computer system is provided with the rights and privileges of the second username.

23.   (New) The method of claim 21, further comprising the step of:

verifying that the user is authorized to be provided access to the computer system as the alternate class,

wherein the providing step is only performed if the user's authorization is verified.

24.　　(New) The method of claim 23, wherein the verifying step includes the sub-step of looking up the first username in an identity switching authorization table.

25.　　(New) The method of claim 21, wherein the providing step includes the sub-step of presenting the user with a user interface of the alternate class after login.

26.　　(New) The method of claim 21, wherein in the providing step, the user is provided with the experience of a user in the alternate class.

27.　　(New) The method of claim 21, wherein in the receiving step, the first username and alternate class are entered in the single data field entry as a single character string so that identity switching that gives the user access to the computer system with the set of rights and privileges granted to the alternate class is accomplished in only one user step that comprises the user logging into the computer system using only the first username, the alternate class, and the password.

28.　　(New) The method of claim 21, further comprising the step of recording an audit trail that includes at least some of the actions performed by the first user, the audit trail including the first username.

29.   (New) A tangible computer program product encoded with a computer program for switching identity of a user that has a first username associated with a first class of users, the computer program containing instructions for performing the steps of:

receiving, by a computer system, login information from the user, the login information including the first username, an alternate class, and a password associated with the first username, the first username and the alternate class being received as part of a user identification input of the login information entered by the user, the first username and alternate class being entered by the user as a single data field entry, the first user name being associated with a class of users granted a first set of rights and privileges associated with the computer system, and the alternate class being granted a second set of rights and privileges associated with the computer system;

authenticating, by the computer system, the user based on the first username and the password; and

providing, by the computer system, access to the computer system as the alternate class, wherein the alternate class is different than the first class.

30.   (New) The tangible computer program product of claim 29,

wherein the login information further includes a second username entered by the user as part of the user identification input in addition to the first username and the alternate class, and

in the providing step, access to the computer system is provided with the rights and privileges of the second username.

31.   (New) The tangible computer program product of claim 29, wherein the computer program further contains instructions for performing the step of:

verifying that the user is authorized to be provided access to the computer system as the alternate class,

wherein the providing step is only performed if the user's authorization is verified.

32.   (New) The tangible computer program product of claim 29, wherein the providing step includes the sub-step of presenting the user with a user interface of the alternate class after login.

33.   (New) The tangible computer program product of claim 29, wherein in the providing step, the user is provided with the experience of a user in the alternate class.

34.   (New) The tangible computer program product of claim 29, wherein in the receiving step, the first username and alternate class are entered in the single data field entry as a single character string so that identity switching that gives the user access to the computer system with the set of rights and privileges granted to the alternate class is accomplished in only one user step that comprises the user logging into the computer system using only the first username, the alternate class, and the password..

35.   (New) A system for switching identity of a user that has a first username associated with a first class of users, the system comprising:

        an interface receiving login information from the user, the login information including the first username, an alternate class, and a password associated with the first username, the first username and the alternate class being received as part of a user identification input of the login information entered by the user, the first username and alternate class being entered by the user as a single data field entry, the first user name being associated with a class of users granted a first set of rights and privileges associated with the computer system, and the alternate class being granted a second set of rights and privileges associated with the computer system; and

        a processor authenticating the user based on the first username and the password, and providing access to the computer system as the alternate class,

        wherein the alternate class is different than the first class.

36.   (New) The system of claim 35,

        wherein the login information further includes a second username entered by the user as part of the user identification input in addition to the first username and the alternate class, and

        the processor provides access to the computer system with the rights and privileges of the second username.

37.   (New) The system of claim 35, wherein the processor verifies that the user is authorized to be provided access to the computer system as the alternate class, and provides access to the computer system as the alternate class only if the user's authorization is verified.

38.   (New) The system of claim 35, wherein the processor presents the user with a user interface of the alternate class after login.

39.   (New) The system of claim 35, wherein the processor provides the user with the experience of a user in the alternate class.

40.   (New) The system of claim 35, wherein the interface receives entry of the first username and alternate class in the single data field entry as a single character string so that identity switching that gives the user access to the computer system with the set of rights and privileges granted to the alternate class is accomplished in only one user step that comprises the user logging in to the computer system using only the first username, the alternate class, and the password.